

**SENIOR PUBLIC SAFETY DISPATCHER**

**DEFINITION**

Under supervision, acts in a lead dispatching capacity and participates in the performance of both routine and complex public safety dispatching tasks; receives and transmits telephone and voice radio messages; performs a variety of clerical duties related to public safety dispatching, including record keeping, typing, filing and monitoring teletype communications; and performs related work as required.

**CLASS CHARACTERISTICS**

This is an advanced journey level class within the Public Safety Dispatcher series. This class is distinguished from other classes in the series by the level of independence and specialized knowledge exercised in the performance of job duties, and the incumbent acts as lead worker on an assigned shift, as well as trainer for new Public Safety Dispatchers. This class has a high level of responsibility for decisions on the units dispatched to a call. This class is distinguished from the supervisor level by the lack of full supervisory responsibility for the dispatch operations, including personnel and facility management, systems and procedures, and policy interpretation and implementation.

**EXAMPLES OF DUTIES** (Illustrative Only)

- Receives emergency calls from the public requesting police, fire or other emergency services including 9-1-1 calls; determines priority, and dispatches appropriate units in accordance with established procedures
- Maintains contact with all units on assignment; maintains status and location of field units
- Oversees the activities of Public Safety Dispatchers I/II on an assigned shift; assists other dispatchers in emergency situations
- Receives incoming telephone and voice radio calls for non-emergency assistance; provides information, answers questions, takes messages, and refers calls to appropriate individuals
- Enters, updates and retrieves information from teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles, and other information
- Performs a variety of clerical duties including record keeping, filing, indexing, report entry, and other specialized and general clerical work
- Responds to and resolves difficult and sensitive citizen inquiries and complaints
- Represents the City of Rocklin in a courteous, professional manner
- Provides input for the evaluation of performance of Public Safety Dispatchers I/II on an

assigned shift

- Assists in training of new personnel
- Assists with preparation and maintenance of directive manuals and other training materials
- Assists with development and administration of a training program
- Assists with compiling statistics on calls received

## **QUALIFICATIONS**

### **Knowledge of**

- Basic principles of supervision and training
- Modern public safety receiving and transmitting communications equipment and office equipment, including C.A.D., C.L.E.T.S., and other internal computer systems
- Standard two-way public safety radio broadcasting procedures and rules
- Public safety classification codes and computer commands
- Pertinent federal, state and local laws, codes, and regulations
- Geographic features and streets within the area of service
- Police Department procedures, policies, and rules
- Correct English usage, spelling, punctuation, and grammar
- Modern office procedures and computer equipment

### **Skill in**

- Overseeing, assisting, training, and evaluating assigned staff
- Planning, organizing, and reviewing the work of subordinates
- Operating modern public safety receiving and transmitting communications equipment, office equipment and other related technologies
- Providing emergency medical dispatch information to 9-1-1 callers
- Understanding and applying, as well as training personnel to use standard two-way public safety radio broadcasting procedures and rules associated with emergency service communications network
- Understanding, acting in accordance with, and training other personnel to adhere to City and Police Department policies, procedures, and rules
- Understanding, applying, and training other personnel to adhere to federal, state and local policies, procedures, laws and regulations
- Organizing and prioritizing work; handling routine and non-routine tasks concurrently
- Exercising independent judgment and working with a minimum of supervision
- Working under pressure and making sound decisions in emergency situations
- Processing, maintaining, and disseminating all types of police records associated with this position
- Typing at a net speed of 40 words per minute
- Communicating clearly and concisely, both orally and in writing
- Establishing and maintaining effective working relationships with those contacted in the course of work

A typical way of gaining the knowledge and skills outlined above is:

- Equivalent to the completion of the 12<sup>th</sup> grade supplemented with additional specialized training in dispatching, records management, or a related field. Four (4) years of increasingly responsible experience as a Public Safety Dispatcher with a law enforcement agency, three (3) years of which must be in a class comparable to Public Safety Dispatcher II with the City of Rocklin. Supervisory or lead worker experience is highly desirable.

### **LICENSES AND CERTIFICATES**

POST Public Safety Dispatcher certificate  
POST Emergency Medical Dispatch certificate  
Valid California driver's license

### **PHYSICAL DEMANDS**

Ability to sit at desk or console for long periods of time; intermittently twist, bend and reach office equipment; walk to obtain printed materials from printer; bend and reach to insert and retrieve information from files; manual dexterity to use standard office equipment and supplies including a keyboard; vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone; lift up to ten (10) pounds; on a continuous basis, work indoors in an office environment; may work unusual and prolonged work schedules as necessary.

FLSA: NE

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.